

SOFTWARE DESIGN & DEVELOPMENT SERVICES
Instructions and Worksheet*Department of Information Technology*

The following instructions are intended to assist agencies in estimating the cost of developing applications and maintaining them through their life cycle. The Software Design & Development Unit provides a variety of services, including consultation, development of functional requirements, analysis, systems development (design, programming, and construction), implementation and maintenance for various platforms of information systems. The Application Design & Development unit supports applications that are supported on the mainframe, PC based, web enabling and new web based application development. The Department funds its costs by charging customer agencies for services provided based on programmer's billable hours. Costs for any contract work provided by contract programmers are paid by agencies receiving these services.

Generally, use of these services is triggered as a result of the user agencies indicating on-going maintenance, a need to expand or upgrade their current system or through a Technology Investment Request (TIR) which is required for any IT requests that exceed \$1,000 or more.

In all categories, fill in the number of units your agency will require in FY04 and FY05. Multiply the number in each fiscal year with the unit cost and place that sum in the Total Cost column for the respective fiscal year. The total from the worksheet should be placed in Category 26 under the proper general ledger number, maintenance or enhancements, as explained in the Budget Instructions.

Mainframe Applications - The unit provides development and on-going maintenance services for applications that reside on the mainframe. Some of the languages supported include COBOL, CICS, DB2, Visual Age Generator, and Oracle.

On-going maintenance usually involves the support of your existing systems when an abnormal end (abends) occurs due to either a failure of a program to execute a job or complete a process within the application, or an incorrect data record has been detected. This can also be caused by a procedural error in the running of the sequence of jobs within a specific set of reports, etc. Enhancements usually include customer requests for functional changes to the existing application or segments in the application that are user requested to either provide additional reporting requirements, additional data fields, ease of use, or sequential changes in the presentation of reports.

PC Based Applications - The unit provides development and on-going maintenance services for applications that reside on PC based platforms. Some of the languages supported include Visual Basic, FoxPro, PowerBuilder, SQL and Java.

Web Based Applications - The unit develops Web based applications that are centralized on one or more servers: typically a Web server, an application server, and a database server. We use Microsoft InterDev, Microsoft Visual Basic, and Microsoft Visual FoxPro to develop Web applications. Microsoft InterDev is used to develop the Web site and create client and server scripts. Microsoft Visual Basic and Microsoft Visual FoxPro are used to develop applications to communicate with the database and to perform business logic functionality. We support SQL2000 and Oracle for Web based applications. We create and maintain the database structure, indexes stored procedures and triggers.

Please note that any project that exceeds \$1,000 in estimated cost will require submission of a **Technology Investment Request (TIR)**.

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ATTACHMENT M-8



Department of Information Technology

DoIT has tracked all billable hours since FY98 for the purpose of anticipating projected billable hours each year based on prior years activity. DoIT has completed billable hours for FY00-01. In assisting agencies in budget preparation for FY04-05, DoIT will meet with agencies to discuss current on-going maintenance needs, new projects, version upgrades, web development and anything that may have an impact on projected growth based on the last four years.

Contact is made with each agency in January if you would like DoIT's assistance in this process. At that time, DoIT staff can review with you what your billable hours have been for prior fiscal years going back to FY98. DoIT can then discuss with you your projected hours based on your trend from prior years.

If you are interested in reviewing your budget IT needs with us including your prior billing history and estimated FY04-05 billable hours, or you are considering any of these services, please contact **DoIT's Software Design & Development Unit (775) 684-5800**.

BUDGET CATEGORY	NUMBER OF HOURS		UNIT COST	TOTAL COST	
	FY04	FY05		FY04	FY05
Main Frame Applications					
On-Going Maintenance			\$68		
Enhancements			\$68		
New Development			\$68		
PC Systems					
On-Going Maintenance			\$68		
Enhancements			\$68		
New Development			\$68		
Web Based Applications					
On-Going Maintenance			\$68		
Enhancements			\$68		
New Development			\$68		
Totals					

Prepared By (Please Print)			
Name:		Date	
Title		Phone	
Signature			
Agency			

DoIT Review/Approval: _____ **Date:** _____